Education

End-to-End Education Solutions

- Classroom Training
- Online & Self-paced
- Custom On-site
- Multimedia Libraries
- Reference Cards
- Conferences & Technical Seminars
- Product Certification, Prep & Testing
- Flexible Purchasing - Ed Packs

Get **instant answers** to your how-to questions using the Multimedia Library for Lotus Software!

Accelerate your success with Lotus and WebSphere Portal technology
IBM Software Services for Lotus

Consulting

Technical & Strategic Consulting

- Software Success
- Maximizing ROI
- Early Adoption
- Innovation
- Unique Assets
- Flexible Solutions

Our People

Experience & Expertise

- Senior Level Consultants
- World's Top Experts
- Continuous Training
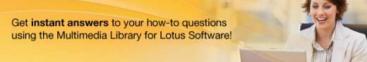- Integration with Development
- IBM Integration

Accelerated Value Program

Personalized Support

- Personalized, Single Point of Contact Support
- Proactive Planning, Support and Problem Management
- Priority Issue Resolution
- Knowledge Sharing
- Emergency On-Site Services
- System Optimization Assistance

IBM Software Accelerated Value Progam
Unlock the value of your software investments

EXPLORE

Low cost, rapid evaluation of Lotus Software

Solution Consulting
Dedicated Solution Teams (Solution Architects + Solution Specialists) conduct, initial consultations and high-level implementation plans.

Foundation Workshops
One-day, fast-track workshops delivering high-level plans.

Business Adoption Services
Planning for collaboration tools adoption.

QuickStarts
Short, low-cost installation of core functionality for Lotus and WebSphere Portal products.

Proof-of-Concept
Short, focused engagements to explore specific, client defined functionality.

Education Roadmaps
Customized education roadmaps, training plans & change management recommendations.

PLAN

Planning, architecture and design

Assessments
Readiness, Migration & Upgrade Assessments

Project Plans
Structured, short-term design workshops providing low-risk, proven architecture and project plans.

Architecture
Comprehensive solution design and architecture.

Strategy & Governance
Strategic consulting services for our entire portfolio.

Education
Specialized courses, resources and events for architects and administrators.

Accelerated Value Program
Proactive planning provided by your accelerated value leader.

DEPLOY

Expert installation and deployment solutions

Installation Services
Short-term highly skilled specialists to support your project team.

Deployment Solutions
From pilot to full deployment with proven ISSL management, methodology, automated tools and skilled consultants.

Resources On Demand
Maximize productivity and minimize cost with our proven experience blending onshore and offshore teams.

Consolidation & Upgrades
Consolidate, migrate, upgrade your infrastructure or content to the latest software release.

Education
Customized education and change management plans mapped to our proven deployment methodology. Programs that support the full spectrum of users.

Accelerated Value Program
Single point of contact for support during and after your deployment.

OPTIMIZE

Gain peak performance and reduce risk

Health Checks
Health Checks & Architectural Assessments.

Performance Solutions
Analysis and Tuning Solutions. Performance Optimization. Storage Management. Spam control with Lotus Live.

Security Solutions
Security Audits for the Lotus collaboration and WebSphere Portal.

Accelerated Value Program
On going, proactive support via meetings, calls, documentation and on-site visits delivered by your premium support manager.

Education
Specialized, targeted training programs, on-line resources and events focused on optimizing your environment.

EXTEND

Enhancing the value of your investment with ...

ISSL assets a.o.
Portal Now
Atlas for Connections
Web Content Integrator
Bar Code Generator for Lotus Forms
My Attachment Tool
Virtual Collaboration for Sametime

Education
Instructor-led, Online and Self-paced Training - Custom Training - Conferences & Technical Seminars - Product Certification - Blogs, Wikis, & Forums - Multimedia Library

Short Term Support
Short term delivered by our services group including support for post migration assistance and staff augmentation.

Long Term Support
Premium Support: Personalized, single point of contact support including, proactive planning, support and problem management, priority issue resolution, knowledge sharing, emergency on-site services and system optimization assistance.